



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Excel Telecommunications, Inc.**  
**for quarter ending September 30, 2005**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
E. Percent of Service Installations [730.540(a)]	67.00% *	67.00% *	50.00% *	61.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	81.00% *	90.00% *	83.00% *	85.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	4.36	3.27	3.79	3.81
H. Percent Repeat Trouble Reports [730.545(c)]	37.00% *	31.00% *	17.00%	28.00% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Performance Areas A & B are not applicable as the Company does not provide its own operator services; C & D are unknown.

Please note that the credit information requested is not tracked on a state-specific basis.



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